



Armstrong, Judy <armstrongju@stlouis-mo.gov>

YAY!!! AT&T: We have approved your account adjustment for the billing claim request 4875802

1 message

HARP, MARY L <mh503u@att.com>

Fri, Sep 6, 2019 at 4:37 PM

To: "andersonke@stlouis-mo.gov" <andersonke@stlouis-mo.gov>, "Armstrong, Judy" <armstrongju@stlouis-mo.gov>

Judy and Kelley

This is confirmation that the first Release & Settlement has been processed.

The \$200,000 also resulted in an additional credit of \$23,357.00 in taxes for a total of \$223,357.00.

You will see this on the September 27th invoice.

I forwarded the 2nd Release & Settlement this week. Please help me get that one processed, as well.

Thanks.

Mary Harp

Mary Harp

AT&T

Client Solutions Executive,

State Local and Education

618 219-0037

mary.harp@att.com

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**Based on analysis by Ookla® of Speedtest Intelligence® data average download speeds for Q1 2019. **According to America's biggest test as announced by Global Wireless Solutions last fall.*

Helpful Maintenance Numbers:

888-613-6330 MIS/ IP Maintenance



STL001941

800-332-1321 Legacy SBC

800-247-2020 Legacy BellSouth

800-829-1011 AT&T Local Service Tech Support

800-222-1000 Outage/ Service Troubles/ Service Assurance

800-325-5555 Advanced Toll Free Features

From: AT&T Global Billing Resolution Team [mailto:DoNotReply@dtsdisputes.att-mail.com]
Sent: Friday, September 06, 2019 3:05 PM
To: HARP, MARY L <mh503u@atl.com>
Subject: AT&T: We have approved your account adjustment for the billing claim request 4875802

**We've credited \$200,000.00 to your
account.**

Dispute Tracking Number: 4875802

Request Tracking Number: 070919SM008B01AZ

Account Number: 314A793006600

September 6, 2019

City Of St Louis
Mary Harp

STL001942

Dear Mary Harp,

We've completed our investigation of claim 4875802 and have approved a credit adjustment to your account 314A793006600 for \$200,000.00 before taxes. You'll see this credit applied on your invoice within two billing cycles.

An adjustment of \$200000.00 plus \$23357.00 in taxes to total \$223357.00 was applied to account 314 622-4005-602 today. As this adjustment will post overnight, it will reflect on the customers September 27th consolidated bill 314A79-3006-600.

If you have questions about this action, contact us by email AT&T Global Resolution Team and reference dispute tracking number 4875802 to help us locate your claim details.

Thank you for using AT&T.

Sincerely,

Anna Dupont
AT&T Global Billing Resolution Team


Note: Payment of the non-disputed amount is required if you have not already done so. If permitted by law and by terms of service with AT&T, a late payment charge will be assessed on any past due amount determined to be accurate at the time of claim resolution.

You may receive a customer satisfaction survey to provide us with information about your level of satisfaction with your claim experience. We want to make the claim process a good customer experience and we hope to earn a rating of Very Satisfied from you.

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3 attachments

 **ATT00001.bin**
3K

STL001943